



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the WEST STOCKHOLM Post Office for each of the following:

Postal Services

| | Daily | Weekly | Monthly | Never |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing Parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Pick up general delivery mail | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Potsdam
☒ Personal needs Massena
☒ Banking massena
☐ Employment Disabilitie
☐ Social needs none

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Gerald A Bratz

Address:

Box 66 West Stockholm N.Y. 13696

Telephone:

265-3260

Date:

5/17/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

JAMES F BULLARD
PO BOX 5, WEST STOCKHOLM, NY 13696

DOCKET NO. 1387207-13696
ITEM NO. 38
PAGE 3

June 8, 2011

RE: West Stockholm Post Office Closing

Nadine Trembley
30 Karner Rd
Albany, NY 12208-9992

Ms. Trembley:

I confess that this feels like a futile effort. The meeting that was held in the Fire Hall and the total lack of response to the registered letter we sent requesting financial data and other information makes it pretty evident that the closure was/is a done deal and the USPS is only going through the motions required to make it appear that it has taken the sentiments of the community into account. None the less I feel I must make the best case I can for keeping our post office open.

I will not trouble you with the arguments brought up in the above mentioned meeting, the impact on the community, etc. Since the process has moved on to the next stage in the closure process those were clearly irrelevant to the USPS.

I do understand that the USPS is in deficit and that it needs to take steps to balance its budget however I believe that closing small post offices such as ours will not only not resolve the problem but over the long term will exacerbate it by driving even more business to commercial carriers.

In the case of our small post office I have calculated that even if it cost the average for small post offices to operate, and even if the USPS saved every last cent of its cost the USPS would save only 0.00000795% (7.65 millionths of one percent) of their overall budget. Of course they would not save 100% of the cost. Assuming that (as we were told in the meeting) the clerks who staff our PO would not be laid off, and the added mileage and hours required to do rural delivery to the 110 box holders, you could probably move that decimal point one more place to the left making the savings 0.765 millionths of one percent.

I do understand that ours is only one of 2000 which the USPS is considering closing but I believe that is a mistake both philosophically and from a business perspective. On the philosophical side it represents an abandonment of the Postal Service's commitment to serve small communities and rural areas. On the business side it is forfeiting one of the USPS's main competitive advantages, a "face" in these communities and trust me, a rural carrier is not a replacement for that presence. The rural carrier will never be seen by most of the customers. I lived on a rural route for nine years and never once saw the carrier. He or she put the mail in the box while we busy working and we took it out at the end of the day.

Small communities with Post Offices are probably your most loyal customers because of the "USPS face" that the PO represents. In our small village there are several individuals who frequently send or receive parcels (including myself). The nearest FedEx is in Syracuse over 100 miles away, too far for me to use them to send packages and the packages I get from them are frequently via the post office. If I use my rural delivery address FedEx will simply bring the package to the house and USPS will lose their portion of that business. If the post office closes and we have to go to Potsdam to mail parcels I expect that a significant portion of the local parcel business will go to UPS who has a store in a plaza in Potsdam that is much more convenient in terms of parking than the downtown post office which has extremely limited parking on a 4 lane thoroughfare. By closing the PO you are "giving away the store".

I wish I could offer a solution to your budget problem but I can't, however I am pretty certain that abandoning the customers most in need of your services is not it.

Sincerely,

James Bullard

RE: West Stockholm
Docket# 1387207-13696
Item 22 ³⁸
Page 4

June 22, 2011

Memo to the record. On 05/27/11 Jeff Sands, POOM, received a letter of inquiry from the lessor, Darren Tracy of the West Stockholm Post Office in regards to the lease on the building.

On 5/27/11 Maureen Marion, Communications Program Specialist supplied Jeff Sands, Manager Post Office Operations with a response to the letter of inquiry.

On 6/22/11 the original letter of inquiry and the communication between Jeff Sands and Maureen Marion have been added to the official record.

Jane Wolfgang

Jane Wolfgang
A/Optimization Coordinator

Darren & Lisa Tracy

DOCKET NO. 138 7207-13644

ITEM NO. 38

PAGE 5

Date: 5/22/11

To: Mr. Jeffrey Sands
Post Office Operations Manager
232 Commerce Park Drive
Watertown NY 13601

Subject: West Stockholm Post Office

Dear Mr. Sands,

My wife and I are the landlords of the WSPO.

I would like to clear-up an issue that was discussed at the recent local meeting about the PO closure.

Our lease extends until 6/30/2014 and there is no termination clause. Therefore if the PO closes before then, the USPS still owes us the balance of the rent for the term of the lease. I understand you dismissed this fact at the meeting saying the lease could be terminated with short notice.

Can you please explain how the lease can be terminated if there is a no termination clause in the lease? This is an important factor regarding the decision to close the Post Office because the USPS won't be saving any money on the lease by closing the PO until the term of the lease is up. It is an argument to keep the PO open at least until the term of the lease.

Please respond. My phone number via letter, phone (518-587-9374) or email (Dtracywestbranch@aol.com) so we know you received this.

Thank you.

Darren 

Darren Tracy

Copy: Congressman Bill Owens

Tremblay, Nadine - Albany, NY

From: Marion, Maureen P - Syracuse, NY
Sent: Friday, May 27, 2011 1:50 PM
To: Sands, Jeff - Watertown, NY
Cc: Tremblay, Nadine - Albany, NY
Subject: RE: letter re: West Stockholm PO Lease

I will be happy to answer that for you. Of course, if our decision is to move forward and we are still studying all benefits and concerns so related, we do factor in the operating costs such as lease. While we have this clause in many contracts, clearly we do not in all.

Should we make a decision to move forward and should there be costs involved with that move, we assume those responsibly.

Something like that?

-----Original Message-----

From: Sands, Jeff - Watertown, NY
Sent: Friday, May 27, 2011 1:47 PM
To: Marion, Maureen P - Syracuse, NY
Cc: Tremblay, Nadine - Albany, NY
Subject: FW: letter re: West Stockholm PO Lease

Maureen,
Could you help me with this? This is a letter I rec'd today from the lessor of the West Stockholm Post Office. During the Community Mtg, a question was asked about the lease on the building. My response was that most USPS leases have a termination clause and that the Postal Service real estate and facilities dept would work on that. The person who asked the question replied that he had first-hand knowledge that there's no clause in this lease. The present lease is in effect until June 2014 and we paid \$6607 in FY10, while the net loss of operating the facility was \$23,300 in FY10

Please open the attached document. This document was sent to you from the United States Postal Service.

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the WEST STOCKHOLM Post Office. *Please do not close our Post Office!*

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Your proposal to close the West Stockholm Post Office will have a detrimental effect on the current quality of postal service to our community. If we opt to keep our post office addresses we will be required to travel 72 extra miles a week to have the "equivalent" receipt of mail that we currently have (secure & timely). If we opt for rural delivery we are stuck with expenses to install the appropriate box. Mail service will not be secure. Requesting additional services will be more complicated & require a multiple day process - request forms, fill out & return to box, wait for the next delivery for requested materials. We will still have to trek to Potsdam to receive or send large packages. This hardly compares to easy parking, going into the PO and getting business taken care of immediately at the West Stockholm PO.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

- People with physical limitations will find it much more difficult to access the Potsdam West Stockholm has close parking, limited walk for access and no lines for service. You can't get that in Potsdam.*
- The staff in West Stockholm is more friendly and readily accommodating to customers.*
- I'm sure that as we did, people move to this rural community because it is outside the large town, yet has all the basics - Postoffice, fire department, church and store all within walking distance. Losing 25% of our "basics" would be detrimental.*
- Since I am a full-time employee, I will probably never even meet a rural carrier if I give up my post office box - all transactions would be anonymous.*

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I reviewed the proposal dated 5/23/11. I was dismayed to read some of the responses to questions asked at our local meeting on 5/11/11 in West Stockholm. It reinforces the fact that many of our questions were not directly answered (concerns # 1, 5, 7, 14, 19, 23, 26, 29). Responses in the written report show that we will receive services if there is a closure, but they will no way be "equivalent" to what we have now (concerns 6, 10, 23, 28). Questions that I personally asked at the meeting were not answered and not in the report. Your explanations of economic savings are flawed. We do not have a Post Master, nor are benefits paid so the #'s are not real.

Eileen S. Chaffee

Eileen S. Chaffee

Name of Postal Customer

Signature of Postal Customer

P.O. Box 30

Mailing Address

West Stockholm NY 13696

City, State, and ZIP Code

7/18/11
Date

→
see
next
page

3. Other comments (cont'd)

We currently do not have a Post Master assigned to the West Stockholm Post Office. The US Postal Service has not appointed one since the previous Post Master resigned 6 years ago. Yet Jeff Sands said there are qualified people available. This is rather suspect, because we were told at our meeting (and it appears in the proposal) that one of the first criteria for examining the closure of a Post Office was it's not having a Post Master. Seems like this potential closing has been in the offing for sometime and that is why no Post Master has been appointed since the last one left.

I'm sure in your bureaucracy you would not deem it important, but in our community the Post Office is an important place to share information and post important news on the bulletinboard. You claim it would be equally available if we used the church or the store. The church is only open one day a week & not frequented by the entire community. People do not usually go to the store on any regular basis.

Your report claims there are no businesses in West Stockholm. There are at least two that I am aware of.

I know I would personally be discouraged by the closing of our Post Office. All my correspondence & bill paying is done through the Postal service, as well as the sending of packages. I think the closure would encourage people to find alternatives to using the Potsdam office to avoid the hassles there.

Please let us keep our history, community identity, and quality postal service by keeping the West Stockholm Post Office OPEN!

Thank you.

Sincerely
Eileen A. Chaffee



10/05/2011

GERALD A. BRAT

PO BOX 66
WEST STOCKHOLM, NY 13696

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the West Stockholm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey Sands". The signature is stylized with large, overlapping loops.

Jeffrey Sands
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



10/05/2011

JAMES F. BULLARD

PO BOX 5
WEST STOCKHOLM, NY 13696

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the West Stockholm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- A site visit was conducted and it has been determined that there is adequate parking.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
- Financial data is considered proprietary information during the study phase. If a proposal to close an office is posted, financial data pertaining to that proposal will be disclosed on the proposal.
- You expressed a concern about obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey Sands".

Jeffrey Sands
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



10/05/2011

MEMO TO THE RECORD

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the West Stockholm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Sands", with a stylized flourish at the end.

Jeffrey Sands
Manager, Post Office Operations
30 Kanner Rd
Albany, NY, 12288-9992



10/05/2011

EILEEN S. CHAFFEE

PO BOX 30
WEST STOCKHOLM, NY 13696

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the West Stockholm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Potsdam postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location

on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Potsdam postmaster.
- You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the Potsdam Post Office and from the carrier. Special assistance will be provided as needed.
- The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to homes and businesses such as grocery or drug stores. These provide the most in-demand offerings of local Post Offices, the sale of postage stamps.
- The postmaster salary listed is the minimum pay for a postmaster in a level 11 post office. The estimated savings is very conservative, since only the lease expense is listed. There are many other operating expenses to take into consideration. The cost to replace delivery services with rural carrier is deducted from the savings to show an estimated total annual savings. Even though the office is vacant, there is still an operating cost for the salary of the employee operating the office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
- Customers could ask their town leaders if a public bulletin board can be placed within their community. Additionally, the Potsdam Post Office has a bulletin board. Some communities that have limited infrastructure but like to gather socially do so at residence in town.
- Business listing may have been an oversight. The office being studied is generally canvassed for business information. Search engines returned no results. Upon further research, there are 8 deliveries listed as businesses; which could be home based, and sometimes difficult to identify. The form 4920 will be amended to reflect this.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access. Additionally, we review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; training hours; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs.
- Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service -- found at the Locate A Post Office tab at www.usps.com -- can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product -- stamps -- in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey Sands". The signature is stylized with large, overlapping loops and a long, sweeping tail.

Jeffrey Sands
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



A. Office

Name: WEST STOCKHOLM State: NY Zip Code: 13696
Area: NORTHEAST District: ALBANY PFC
Congressional District: 23 County: St Lawrence
EAS Grade: 11 Finance Number: 359285
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Nadine Tremblay
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4085

Date: 07/25/2011
Fax No: (518) 464-7429

Analysis of 60-Day Posting Comments

Number of comments returned

| | |
|----------------------------------|---|
| Total questionnaires distributed | 4 |
| Favorable comments | 0 |
| Unfavorable comments | 4 |
| No opinion expressed | 0 |
| Total comments returned | 4 |

Postal Concerns

The following postal concerns were expressed

- Concern (No Opinion):**
 Customers expressed a concern that parking at the Potsdam Post office would be inadequate.

Response:
 A site visit was conducted and it has been determined that there is adequate parking.
- Concern (No Opinion):**
 Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:
 The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
- Concern (No Opinion):**
 Customers were concerned about obtaining accountable mail and large parcels.

Response:
 If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.
- Concern (No Opinion):**
 June 22, 2011 Memo to the record.

Response:
 On 05/27/11 Jeff Sands, PQOM, received a letter of inquiry from the lessor, Darren Tracy of the West Stockholm Post Office in regards to the lease on the building. On 5/27/11 Maureen Marion, Communications Program Specialist supplied Jeff Sands, Manager Post Office Operations with a response to the letter of inquiry. On 6/22/11 the original letter of inquiry and the communication between Jeff Sands and Maureen Marion have been added to the official record.
- Concern (Unfavorable):**
 Concern: How is service "regular and effective" when customers have to travel further to conduct certain transactions not afforded by carrier?

Response:
 Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service – found at the Locate A Post Office tab at www.usps.com — can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product – stamps – in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.
- Concern (Unfavorable):**
 Customer concerned that responses to questions asked at the local meeting were not directly answered. Specifically, the Postmaster salary listed in the proposed savings as stated in the proposal.

Response:
 The postmaster salary listed is the minimum pay for a postmaster in a level 11 post office. The estimated savings is very conservative, since only the lease expense is listed. There are many other operating expenses to take into consideration. The cost to replace delivery services with rural carrier is deducted from the savings to show an estimated total annual savings. Even though the office is vacant, there is still an operating cost for the salary of the employee operating the office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
- Concern (Unfavorable):**
 Customer expressed a concern about package delivery and pickup.

Response:
 Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
- Concern (Unfavorable):**
 Customer expressed a concern that form 4920 did not list any businesses and the customer knows of at least two.

Response:
 Business listing may have been an oversight. The office being studied is generally canvassed for business information. Search engines returned no results. Upon further research, there are 8 deliveries listed as businesses: which could be home based, and sometimes difficult to identify. The form 4920 will be amended to reflect this.
- Concern (Unfavorable):**
 Customer expressed concern for walking for postal services.

Response:
 The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to homes and businesses such as grocery or drug stores. These provide the most in-demand offerings of local Post Offices, the sale of postage stamps.
- Concern (Unfavorable):**
 Customer questioned why their office was being studied for possible closure/consolidation.

Response:

can be provided through cost effective alternate access. Additionally, we review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits, replacement pay when there is an absence, training hours, equipment, stock and supplies on hand, utilities, maintenance, transportation and other operational costs.

Concern (UnFavorable):

11. Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response:

Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Potsdam postmaster.

12. **Concern (UnFavorable):**

Customers inquired about financial data.

Response:

Financial data is considered proprietary information during the study phase. If a proposal to close an office is posted, financial data pertaining to that proposal will be disclosed on the proposal.

13. **Concern (UnFavorable):**

Customers inquired about mailbox installation and maintenance.

Response:

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Potsdam postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

Concern (UnFavorable):

14. Customers said they would miss the special attention and assistance provided by the personnel at the West Stockholm Post Office.

Response:

Courteous and helpful service will be provided by personnel at the Potsdam Post Office and from the carrier. Special assistance will be provided as needed.

15. **Concern (UnFavorable):**

Customers wanted to know why the customer lines were so long at the administrative Post Office.

Response:

The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

16. **Concern (UnFavorable):**

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

17. **Concern (UnFavorable):**

Customers were concerned about mail security

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

18. **Concern (UnFavorable):**

Customers were concerned about obtaining services from the carrier

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

19. Concern (UnFavorable):
No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (UnFavorable):
Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

2. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

3. Concern (UnFavorable):
Customers were concerned about the loss of a gathering place and an information center. Customer felt the optional locations for a bulletin board were limited.

Response:

Customers could ask their town leaders if a public bulletin board can be placed within their community. Additionally, the Potsdam Post Office has a bulletin board. Some communities that have limited infrastructure but like to gather socially do so at residence in town.

DOCKET NO. 1387207-13696
ITEM NO. 41
PAGE 1

Date of Posting: 05/21/2011

Posting Round Date:

Date of Removal: 07/22/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1387207 - 13696

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the West Stockholm, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Potsdam Post Office, located six miles away.

The postmaster position became vacant when the postmaster was promoted on June 25, 2005. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This is a small level 11 office. The office has 107 PO Boxes and an intermediate rural route (21 boxes) from the Potsdam Post Office (Admin office). Management initiated study to determine if regular and effective service can be provided through other means.

The West Stockholm Post Office, an EAS-11 level, provides service from 08:00 to 12:00 and 13:00 to 16:45 Monday - Friday, 08:00 to 11:45 Saturday and lobby hours of 08:00 to 17:00 on Monday - Friday and 08:00 to 12:00 on Saturday to 107 post office box or general delivery customers and 17 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 38 transaction(s) accounting for 44 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$38,878 (101 revenue units) in FY 2008; \$31,969 (83 revenue units) in FY 2009; and \$32,179 (84 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 11, 2011, representatives from the Postal Service were available at West Stockholm Fire Hall, West Stockholm NY 13696 to answer questions and provide information to customers. 47 customer(s) attended the meeting.

On April 15, 2011, 124 questionnaires were distributed to delivery customers of the West Stockholm Post Office. Questionnaires were also available over the counter for retail customers at the West Stockholm Post Office. 66 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 11 favorable, 35 unfavorable, and 20 expressed no opinion.

One congressional inquiry was received on May 09, 2011.

A petition supporting the retention of the West Stockholm Post Office was received on May 11, 2011, with 286 signatures. If this proposal is implemented, delivery and retail services will be provided by the Potsdam Post Office, an EAS-20 level office. Window service hours at the Potsdam Post Office are from 08:00 to 17:00, Monday through Friday, and 09:00 to 12:30 on Saturday. There are 318 post office boxes available.

Retail service is also available at the Norwood Post Office an EAS-16 level office, located six miles away. Window service hours at Norwood Post Office are from 08:30 to 11:30 and 13:00 to 16:30, Monday through Friday and 09:00 to 12:00 on Saturday. There are 373 post office boxes available for rent.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers asked why their post office was being discontinued while others were retained |
| Response: | Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. |
| 2. Concern: | Customers inquired about mailbox installation and maintenance. |
| Response: | Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Potsdam postmaster or carrier for advice on placement of mailboxes and mailbox height and supports. |
| 3. Concern: | Customers said they would miss the special attention and assistance provided by the personnel at the West Stockholm Post Office. |
| Response: | Courteous and helpful service will be provided by personnel at the Potsdam Post Office and from the carrier. Special assistance will be provided as needed. |
| 4. Concern: | Customers were concerned about a change of address |

Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

5. **Concern:**

Customers were concerned about mail security

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

6. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

7. **Concern:**

Customers were concerned about senior citizens

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Potsdam postmaster for more information.

8. **Concern:**

Customers were concerned about the mailboxes being damaged by snowplows

Response:

Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

9. **Concern:** You were concerned about having to travel to another post office for service
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
10. **Concern:** Concern: How is service "regular and effective" when customers have to travel further to conduct certain transactions not afforded by carrier?
- Response:** Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service — found at the Locate A Post Office tab at www.usps.com — can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product — stamps — in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.
- Customer concerned that responses to questions asked at the local meeting were not directly answered. Specifically, the Postmaster salary listed in the proposed savings as stated in the proposal.
11. **Concern:**
- Response:** The postmaster salary listed is the minimum pay for a postmaster in a level 11 post office. The estimated savings is very conservative, since only the lease expense is listed. There are many other operating expenses to take into consideration. The cost to replace delivery services with rural carrier is deducted from the savings to show an estimated total annual savings. Even though the office is vacant, there is still an operating cost for the salary of the employee operating the office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
12. **Concern:** Customer expressed a concern about package delivery and pickup.
- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
- Customer expressed a concern that form 4920 did not list any businesses and the customer knows of at least two.
13. **Concern:**
- Response:** Business listing may have been an oversight. The office being studied is generally canvassed for business information. Search engines returned no results. Upon further research, there are 8 deliveries listed as businesses; which could be home based, and sometimes difficult to identify. The form 4920 will be amended to reflect this.
14. **Concern:** Customer expressed concern for walking for postal services.
- Response:** The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to homes and businesses such as grocery or drug stores. These provide the most in-demand offerings of local Post Offices, the sale of postage stamps.

15. **Concern:** Customer questioned why their office was being studied for possible closure/consolidation.
- Response:** The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access. Additionally, we review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; training hours; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs.
16. **Concern:** Customers expressed a concern that parking at the Potsdam Post office would be inadequate.
- Response:** A site visit was conducted and it has been determined that there is adequate parking.
17. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.
- Response:** Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Potsdam postmaster.
18. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
19. **Concern:** Customers inquired about financial data.
- Response:** Financial data is considered proprietary information during the study phase. If a proposal to close an office is posted, financial data pertaining to that proposal will be disclosed on the proposal.
20. **Concern:** Customers wanted to know why the customer lines were so long at the administrative Post Office.
- Response:** The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.
21. **Concern:** Customers were concerned about later delivery of mail.
- Response:** The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible

hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

22. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.
- Response:** If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.
23. **Concern:** June 22, 2011 Memo to the record.
- Response:** On 05/27/11 Jeff Sands, POOM, received a letter of inquiry from the lessor, Darren Tracy of the West Stockholm Post Office in regards to the lease on the building. On 5/27/11 Maureen Marion, Communications Program Specialist supplied Jeff Sands, Manager Post Office Operations with a response to the letter of inquiry. On 6/22/11 the original letter of inquiry and the communication between Jeff Sands and Maureen Marion have been added to the official record.
24. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
- Response:** The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
25. **Concern:** Customer expressed a concern that there was an agenda on the survey that was sent out, that the closing of the office is a foregone conclusion, and that the community meeting is a formality.
- Response:** USPS is conducting a study, the community meeting is to get input from the customers, and no conclusion has been made.
26. **Concern:** Customer stated they received a piece of mail torn in half and had to pay a late fee.
- Response:** We regret learning of the inconvenience you have experienced. All mail deserves proper care and handling as it moves through our system. We are constantly working to eliminate incidents of damaged mail.
27. **Concern:** Customers asked about eliminating Saturday delivery as a cost saving measure.
- Response:** USPS is pursuing many different avenues to be more efficient and cut costs. The possibility of 5 day delivery is being addressed at Postal headquarters in Washington.
28. **Concern:** Customers asked if small offices were being closed to give higher-ups raises.
- Response:** The Post Office of the future will be smaller with redesign efforts effecting every level of the organization.
29. **Concern:** Customers asked if the Post Office operates on taxes.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

30. **Concern:**

Customers asked if the West Stockholm Post Office loses money.

Response:

It is operating at a deficit. In general, more detailed financial data is proprietary information. Specific savings will be noted if a proposal to close is pursued.

31. **Concern:**

Customers asked if they would be refunded their Post Office Box fee if the West Stockholm Post Office closed.

Response:

Yes, fees would be refunded if the customer chose to close their Post Office box and receive rural delivery service.

32. **Concern:**

Customers asked to have a list of the criteria used/considered as to how their post office is evaluated for discontinuance so that they could try to avoid a closure.

Response:

The full text of the statutory provisions appear in Title 39, Code of Federal Regulations, Part 241.3

33. **Concern:**

Customers asked what criteria are being used for discontinuance and whether USPS has a set agenda already.

Response:

The first criterion is that there is a Postmaster vacancy. At that time, a study is conducted of the business activity and whether it is possible to provide regular and effective service by alternate means.

34. **Concern:**

Customers asked what they could do to keep West Stockholm Post Office open.

Response:

Coming to the community meeting and filling out the questionnaire are ways of having the community's voices heard. Also there would be further comment periods if a proposal to close were pursued.

35. **Concern:**

Customers asked whether, if they chose to go to rural delivery, the postal service would pay to put up their curbside boxes.

Response:

This would be the responsibility of the customer.

36. **Concern:**

Customers asked why not raise the price of a stamp to cost 50 or 75 cents?

Response:

Each class of mail must cover its own costs.

37. **Concern:**

Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

38. **Concern:**

Customers questioned whether Potsdam could accommodate the additional post office boxes from West Stockholm.

Response:

A site visit was conducted and it has been determined that there is adequate space for the additional post office boxes that would be needed.

39. **Concern:**

Customers stated that the landlord of the building in West Stockholm has offered to take a 10% reduction in the lease payment.

Response:

Customer concern noted and added to the official record.

40. **Concern:**

Customers stated that Title 39 procedures for discontinuance requires responsiveness to community needs and that the USPS provide regular and effective service to the rural communities.

Response:

The requirement for regular and effective service can be met by providing rural carrier delivery.

41. **Concern:**

Customers stated West Stockholm has not had a Postmaster in years and asked why the position has not been filled.

Response:

All management positions were frozen in anticipation of the reorganization efforts.

42. **Concern:**

Customers were concerned about a change of ZIP Code

Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

43. **Concern:**

Customers were concerned about the limited hours of operation at the Potsdam post office.

Response:

The hours of West Stockholm Post Office are 8-12, 1-4:45 M-F and 8-11:45 Sat. The hours of Potsdam Post Office are 8:30-5:00 M-F and 9-12:30 on Saturday.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

West Stockholm is an unincorporated community located in St Lawrence County. The community is administered politically by Town of Stockholm. Police protection is provided by the State Police. Fire protection is provided by the West Stockholm Volunteer Fire Department. The community is comprised of retirees, commuters, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the West Stockholm Post Office will be available at the Potsdam Post Office. Government forms normally provided by the Post Office will also be available at the Potsdam Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|--|
| 1. Concern: | Customer expressed a concern about the loss of a gathering place and an information center. |
| Response: | The local church or a convenient market can provide a site for the community to gather, socialize and share information. |
| 2. Concern: | Customers expressed concern for loss of community identity. |
| Response: | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the West Stockholm Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |
| 3. Concern: | Customers questioned the economic savings of the proposed discontinuance. |
| Response: | Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings. |
| 4. Concern: | Customers were concerned about the loss of a gathering place and an information center. Customer felt the optional locations for a bulletin board were limited. |
| Response: | Customers could ask their town leaders if a public bulletin board can be placed within their community. Additionally, the Potsdam Post Office has a bulletin board. Some communities that have limited infrastructure but like to gather socially do so at residence in town. |

3. **Concern:**

Customer stated her mother shovels snow for the West Stockholm Post Office, and another person plows, so there is a concern that USPS would be cutting the pay of other people besides the PM and PMR.

Response:

Comment noted and added to the official record.

4. **Concern:**

Customers stated, West Stockholm is on the National Register for Historic sites, and this should be considered when a decision whether or not to close the office is being made.

Response:

Information on the West Stockholm Historic District is included in the investigative report.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on June 25, 2005. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 37,255 with a breakdown as follows:

| | |
|---|--------------------|
| Postmaster Salary (EAS-11, No COLA) | \$ 33,168 |
| Fringe Benefits @ 33.5% | \$ 11,111 |
| Annual Lease Costs | <u>+ \$ 6,200</u> |
| Total Annual Costs | \$ 50,479 |
| Less Annual Cost of Replacement Service | <u>- \$ 13,224</u> |
| Total Annual Savings | <u>\$ 37,255</u> |

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the West Stockholm, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Potsdam Post Office, located six miles away.

The postmaster was promoted on June 25, 2005. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The West Stockholm Post Office provided delivery and retail service to 107 PO Box or general delivery customers and 17 delivery route customers. The daily retail window transactions averaged 38. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$37,255 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the West Stockholm Post Office, Norwood Post Office and Potsdam Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



JEFFREY SANDS
Manager, Post Office Operations

05/21/2011
Date

| U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet | | | | 1. Date Prepared 07/28/2011 | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|--|---|--|---------------|----------|------------|----------------|-----|----|--------------|-----|---|-----------|---|---|----------|---|---|----------|-----|----|--------------------------|--|---|-------------------|--|---|
| 2. Post Office Name WEST STOCKHOLM | | 3. State and ZIP + 4 Code NY, 13696-9998 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4. District, Customer Service ALBANY PFC | 5. Area, Customer Service NORTHEAST | 6. County St Lawrence | 7. Congressional District 23 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8. Reason for Proposal to Discontinue This is a small level 11 office. The office has 107 PO Boxes and an intermediate rural route (21 boxes) from the Potsdam Post Office (Admin office). Management initiated study to determine if regular and effective service can be provided through other means. | | 9. PO Emergency Suspend (Reason and Date) No Suspension | | 10. Proposed Permanent Alternate Service | | | | | | | | | | | | | | | | | | | | | | | | |
| 11. Staffing | | 12. Hours of Service | | | | | | | | | | | | | | | | | | | | | | | | | | |
| a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was promoted Occupied 06/25/2005 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0 | | a. Time M-F 08:00 to 12:00 and 13:00 to 16:45 Sat 08:00 to 11:45 Total Window Hours Per Week a. Lobby Time M-F 08:00 to 17:00 Sat 08:00 to 12:00 42.50 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13. Number of Customers Served | | 14. Daily Volume (Pieces) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| a. General Delivery 0 b. P.O. Box 107 c. City Delivery 0 d. Rural Delivery 17 e. Highway Contract Route Box 0 f. Total 124 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 38.30 | | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>283</td><td>39</td></tr> <tr><td>b. Newspaper</td><td>100</td><td>5</td></tr> <tr><td>c. Parcel</td><td>4</td><td>4</td></tr> <tr><td>d. Other</td><td>0</td><td>0</td></tr> <tr><td>e. Total</td><td>387</td><td>48</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </tbody> </table> | | | Types of Mail | Received | Dispatched | a. First-Class | 283 | 39 | b. Newspaper | 100 | 5 | c. Parcel | 4 | 4 | d. Other | 0 | 0 | e. Total | 387 | 48 | f. No. of Postage Meters | | 0 | g. No. of Permits | | 0 |
| Types of Mail | Received | Dispatched | | | | | | | | | | | | | | | | | | | | | | | | | | |
| a. First-Class | 283 | 39 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| b. Newspaper | 100 | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| c. Parcel | 4 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| d. Other | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| e. Total | 387 | 48 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| f. No. of Postage Meters | | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| g. No. of Permits | | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finances a. FY 2008 2009 2010 | | Receipts \$ 38,878 \$ 31,969 \$ 32,179 | b. EAS Step 1 PM Basic Salary (no Cola) \$ 33168 | c. PM Fringe Benefits (33.5% of b.) \$ 11,111 | | | | | | | | | | | | | | | | | | | | | | | | |
| 15a. Quarters | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 06/30/2014 Annual Lease \$ 6200 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15b. Explain: No lease termination clause. Alternate quarters through Potsdam Post Office | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 17. Schools, Churches and Organization in Service Area: No: 0 | | 19. Administrative/Emanating Office (Proposed): Name POTSDAM EAS Level 20 Miles Away 6.0 Window Service Hours: M-F 08:00 to 17:00 SAT 09:00 to 12:30 Lobby Hours: M-F 05:00 to 17:45 SAT 06:00 to 15:45 PO Boxes Available: 318 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 18. Businesses in Service Area: No: 8 | | 20. Nearest Post Office (if different from above): Name NORWOOD EAS Level 16 Miles Away 6.0 Window Service Hours: M-F 08:30 to 11:30 and 13:00 to 16:30 SAT 09:00 to 12:00 Lobby Hours: M-F 07:30 to 17:00 SAT 08:30 to 12:30 PO Boxes Available: 373 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 21. Prepared by | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Printed Name and Title NADINE TREMBLAY | | Signature NADINE TREMBLAY | | Telephone No. AC () (518) 452-4085 | | | | | | | | | | | | | | | | | | | | | | | | |
| PO Discontinuance Coordinator Name NADINE TREMBLAY | | Location ALBANY, NY | | | | | | | | | | | | | | | | | | | | | | | | | | |



07/25/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
WEST STOCKHOLM
Docket Number 1387207 - 13696

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in dark ink, appearing to read "Ed. Phelan", with a stylized flourish at the end.

EDWARD PHELAN
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: WEST STOCKHOLM, NY, 13696-9998
 EAS Level: 11
 District: ALBANY PFC
 County: SAINT LAWRENCE
 Congressional District: 23

Proposal: ☒ Close ☐ Consolidate

Reason For Proposed: was promoted
 Alternate Service Proposed: Rural Route Service

Customers Affected:
 Post Office Box: 107
 General Delivery: 0
 Rural Route: 0
 Highway Contract Route (HCR): 0
 City Route: 0
 Intermediate Rural: 0
 Intermediate HCR: 0
Total number of customers: 107

| Date | Action |
|------------|--|
| | Office suspended. Reason suspended: |
| | Suspension notice sent to Headquarters. |
| 06/25/2005 | Postmaster vacancy occurred. Reason: was promoted |
| | OIC: Career: 0 Noncareer: 0 Other Employees: 0 |
| 02/24/2011 | District manager authorization to study. |
| | Questionnaires sent to customers. Number sent: 124 Number Returned: 66 |
| 04/15/2011 | Analysis: Favorable 11 Unfavorable 35 No Opinion 20 |
| 05/11/2011 | Petition received. Number of signatures: 286 Concerns expressed: We the undersigned with to keep the West Stockholm Post Office open for many reasons. The following are just some of those: -Everyone would have to change his/her address. Mail would be late or lost. -6+ miles one way to Potsdam, Norwood, or Winthrop will be a hardship on many with the price of fuel, for those on fixed incomes, those without transportation, and in the inclement weather. -For those who obtain a mailbox, they will still have to change their address, plus pay for the cost and upkeep of said mailbox. -For those who live in apartment buildings the possibility of misdirected, mixed-up mail would greatly increase. -Our post office starts its business day at 8:00 a.m. You cannot purchase stamps or do other business until 9 or 9:30 a.m. at the surrounding offices. -Congestion would ensue at the neighboring post offices and customers would not be served in a timely manner. -The loss of another business would hurt th town economically. |
| 05/09/2011 | Congressional Inquiry received: Yes Concerns expressed: Asked to take into consideration several factors to limit the potential impact on small communities. (comments raised should be thoughtfully considered before any decisions are made). If a decision is made to close or consolidate a particular facility, asked to make available to the public detailed, individual analysis of why that facility is appropriate for such action in advance of the period for customer appeal. (note: details are provided during the 60 day comment period - no final decision has been made at this time) |
| 05/19/2011 | Proposal and checklist sent to district for review. |
| 05/19/2011 | Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached). |
| 05/19/2011 | Proposal and invitation for comments posted and round-dated. |
| 08/03/2011 | Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 4 No Opinion 0 4 |
| None | Premature PRC appeal received. Concerns expressed: |
| 07/29/2011 | Updated PS Form 4920 completed (if necessary). |
| 07/25/2011 | Certification of the official record. |
| 08/03/2011 | District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations. |
| 08/14/2011 | Headquarters logged in official record (option entry). Record returned to district for additional consideration. Record returned as not warranted. |
| 08/24/2011 | Final determination posted at affected office(s) and round-dated. |
| 09/28/2011 | Final determination removed and round-dated. |
| 11/26/2011 | Postal Bulletin Post Office Change Announcement form sent to Headquarters. No appeals letter received from Headquarters. |
| 10/03/2011 | Appeal to PRC received. PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____ Address management systems notified to updated AMS report. Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____ |

Review Coordinator/person most familiar with the case:

NADINE TREMBLAY

Name/Title

(518) 452-4085

Telephone Number

NADINE TREMBLAY

District Post Office Review Coordinator

(518) 452-4085

Telephone Number



08/03/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the West Stockholm Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Nadine Tremblay, Post Office Review Coordinator, at (518) 452-4085 or Jeffrey Sands Manager Post Office Operations.

A handwritten signature in black ink, appearing to read "Ed. Phelan", written over a horizontal line.

EDWARD PHELAN
DISTRICT MANAGER
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4B/P1387207.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, NORTHEAST Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the WEST STOCKHOLM was received by 08/14/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET NO. 1387207-13696
ITEM NO. 47
PAGE 1

Date of Posting: 08/24/2011

Date of Removal: 09/25/2011

FINAL DETERMINATION TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1387207 - 13696

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the West Stockholm, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Potsdam Post Office, located six miles away.

The postmaster position became vacant when the postmaster was promoted on June 25, 2005. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: This is a small level 11 office. The office has 107 PO Boxes and an intermediate rural route (21 boxes) from the Potsdam Post Office (Admin office). Management initiated study to determine if regular and effective service can be provided through other means.

The West Stockholm Post Office, an EAS-11 level, provides service from 08:00 to 12:00 and 13:00 to 16:45 Monday - Friday, 08:00 to 11:45 Saturday and lobby hours of 08:00 to 17:00 on Monday - Friday and 08:00 to 12:00 on Saturday to 107 post office box or general delivery customers and 17 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 38 transaction(s) accounting for 44 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$38,878 (101 revenue units) in FY 2008; \$31,969 (83 revenue units) in FY 2009; and \$32,179 (84 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 11, 2011, representatives from the Postal Service were available at West Stockholm Fire Hall, West Stockholm NY 13696 to answer questions and provide information to customers. 47 customer(s) attended the meeting.

On April 15, 2011, 124 questionnaires were distributed to delivery customers of the West Stockholm Post Office. Questionnaires were also available over the counter for retail customers at the West Stockholm Post Office. 66 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 11 favorable, 35 unfavorable, and 20 expressed no opinion.

One congressional inquiry was received on May 09, 2011.

A petition supporting the retention of the West Stockholm Post Office was received on May 11, 2011, with 286 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Potsdam Post Office, an EAS-20 level office. Window service hours at the Potsdam Post Office are from 08:00 to 17:00, Monday through Friday, and 09:00 to 12:30 on Saturday. There are 318 post office boxes available.

Retail service is also available at the Norwood Post Office an EAS-16 level office, located six miles away. Window service hours at Norwood Post Office are from 08:30 to 11:30 and 13:00 to 16:30, Monday through Friday and 09:00 to 12:00 on Saturday. There are 373 post office boxes available for rent.

The proposal to close the West Stockholm Post Office was posted with an invitation for comment at the West Stockholm Post Office, Norwood Post Office and Potsdam Post Office from May 21, 2011 to July 22, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:**

Concern: How is service "regular and effective" when customers have to travel further to conduct certain transactions not afforded by carrier?

Response:

Stamp purchases represent more than 85 percent of the Postal Service's retail sales. Today there are nearly 70,000 banks, ATMs, grocery stores, pharmacies and retail stores selling postal products and services located nationwide. That's more than double the number of Post Offices. In fact, nearly 35 percent of the Postal Service's revenue comes from locations other than Post Offices. Our online locator service — found at the Locate A Post Office tab at www.usps.com — can help individuals select the location of post offices that best suit their regular routines or to find alternate locations to purchase stamps, when provision of stamps at a post office for by a letter carrier en route are not sufficient to meet a customer's need. Each day, approximately 1.1 million Americans will use the usps.com website for services such as how to locate a post office. The top online requests include ZIP code look up and tracking packages. We believe placing the most requested postal product — stamps — in nearly 100,000 locations nationwide, partnered with the uninterrupted delivery of your mail and expanded online services, constitutes regular and effective access for postal customers.

2. **Concern:**

Customer concerned that responses to questions asked at the local meeting were not directly answered. Specifically, the Postmaster salary listed in the proposed savings as stated in the proposal.

Response:

DOCKET NO. 1387207-1388

ITEM NO. 47

PAGE 3

The postmaster salary listed is the minimum pay for a postmaster in a level 11 post office. The estimated savings is very conservative, since only the lease expense is listed. There are many other operating expenses to take into consideration. The cost to replace delivery services with rural carrier is deducted from the savings to show an estimated total annual savings. Even though the office is vacant, there is still an operating cost for the salary of the employee operating the office. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

3. Concern:

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

4. Concern:

Customer expressed a concern that form 4920 did not list any businesses and the customer knows of at least two.

Response:

Business listing may have been an oversight. The office being studied is generally canvassed for business information. Search engines returned no results. Upon further research, there are 8 deliveries listed as businesses; which could be home based, and sometimes difficult to identify. The form 4920 will be amended to reflect this.

5. Concern:

Customer expressed concern for walking for postal services.

Response:

The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to homes and businesses such as grocery or drug stores. These provide the most in-demand offerings of local Post Offices, the sale of postage stamps.

6. Concern:

Customer questioned why their office was being studied for possible closure/consolidation.

Response:

The PMG has tasked management to review all offices with a postmaster vacancy, to determine if regular and effective service can be provided through cost effective alternate access. Additionally, we review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; training hours; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs.

7. Concern:

Customers expressed a concern that parking at the Potsdam Post office would be inadequate.

Response:

A site visit was conducted and it has been determined that there is adequate parking.

8. Concern:

Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

Response:

DOCKET NO. 1387207-13096
ITEM NO. 47
PAGE 4

Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Potsdam postmaster.

9. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

10. **Concern:** Customers inquired about financial data.

Response: Financial data is considered proprietary information during the study phase. If a proposal to close an office is posted, financial data pertaining to that proposal will be disclosed on the proposal.

11. **Concern:** Customers wanted to know why the customer lines were so long at the administrative Post Office.

Response: The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

12. **Concern:** Customers were concerned about later delivery of mail.

Response: The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

13. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.

Response: If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

14. **Concern:** June 22, 2011 Memo to the record.

Response:

DOCKET NO. 1387207-13696

ITEM NO. 47

PAGE 5

On 05/27/11 Jeff Sands, POOM, received a letter of inquiry from the lessor, Darren Tracy of the West Stockholm Post Office in regards to the lease on the building. On 5/27/11 Maureen Marion, Communications Program Specialist supplied Jeff Sands, Manager Post Office Operations with a response to the letter of inquiry. On 6/22/11 the original letter of inquiry and the communication between Jeff Sands and Maureen Marion have been added to the official record.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers asked why their post office was being discontinued while others were retained
Response: Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
2. **Concern:** Customers inquired about mailbox installation and maintenance.
Response: Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the Potsdam postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
3. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the West Stockholm Post Office.
Response: Courteous and helpful service will be provided by personnel at the Potsdam Post Office and from the carrier. Special assistance will be provided as needed.
4. **Concern:** Customers were concerned about a change of address
Response: Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
5. **Concern:** Customers were concerned about mail security
Response: Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
6. **Concern:** Customers were concerned about obtaining services from the carrier
Response: Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox,

DOCKET NO. 1387267-13696
ITEM NO. 47
PAGE 6

completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

7. **Concern:** Customers were concerned about senior citizens
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Potsdam postmaster for more information.
8. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows
- Response:** Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.
9. **Concern:** You were concerned about having to travel to another post office for service
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
10. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
- Response:** The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
11. **Concern:** Customer expressed a concern that there was an agenda on the survey that was sent out, that the closing of the office is a foregone conclusion, and that the community meeting is a formality.
- Response:** USPS is conducting a study, the community meeting is to get input from the customers, and no conclusion has been made.
12. **Concern:** Customer stated they received a piece of mail torn in half and had to pay a late fee.
- Response:** We regret learning of the inconvenience you have experienced. All mail deserves proper care and handling as it moves through our system. We are constantly working to eliminate incidents of damaged mail.
13. **Concern:** Customers asked about eliminating Saturday delivery as a cost saving measure.
- Response:** USPS is pursuing many different avenues to be more efficient and cut costs. The possibility of 5 day delivery is being addressed at Postal headquarters in Washington.

DOCKET NO.

1387207-13296

ITEM NO.

47

PAGE

7

14. **Concern:** Customers asked if small offices were being closed to give higher-ups raises.
- Response:** The Post Office of the future will be smaller with redesign efforts effecting every level of the organization.
15. **Concern:** Customers asked if the Post Office operates on taxes.
- Response:** The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
16. **Concern:** Customers asked if the West Stockholm Post Office loses money.
- Response:** It is operating at a deficit. In general, more detailed financial data is proprietary information. Specific savings will be noted if a proposal to close is pursued.
17. **Concern:** Customers asked if they would be refunded their Post Office Box fee if the West Stockholm Post Office closed.
- Response:** Yes, fees would be refunded if the customer chose to close their Post Office box and receive rural delivery service.
18. **Concern:** Customers asked to have a list of the criteria used/considered as to how their post office is evaluated for discontinuance so that they could try to avoid a closure.
- Response:** The full text of the statutory provisions appear in Title 39, Code of Federal Regulations, Part 241.3
19. **Concern:** Customers asked what criteria are being used for discontinuance and whether USPS has a set agenda already.
- Response:** The first criterion is that there is a Postmaster vacancy. At that time, a study is conducted of the business activity and whether it is possible to provide regular and effective service by alternate means.
20. **Concern:** Customers asked what they could do to keep West Stockholm Post Office open.
- Response:** Coming to the community meeting and filling out the questionnaire are ways of having the community's voices heard. Also there would be further comment periods if a proposal to close were pursued.
21. **Concern:** Customers asked whether, if they chose to go to rural delivery, the postal service would pay to put up their curbside boxes.
- Response:** This would be the responsibility of the customer.
22. **Concern:** Customers asked why not raise the price of a stamp to cost 50 or 75 cents?
- Response:** Each class of mail must cover its own costs.
23. **Concern:** Customers questioned the economic savings of the proposed discontinuance.
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
24. **Concern:** Customers questioned whether Potsdam could accommodate the additional post office boxes from West Stockholm.
- Response:** A site visit was conducted and it has been determined that there is adequate space for the additional post office boxes that would be needed.
25. **Concern:** Customers stated that the landlord of the building in West Stockholm has offered to take a 10% reduction in the lease payment.
- Response:** Customer concern noted and added to the official record.
26. **Concern:** Customers stated that Title 39 procedures for discontinuance requires responsiveness to community needs and that the USPS provide regular and effective service to the rural communities.

DOCKET NO. 1387207-13696

REPORT NO. 47

PAGE 8

The requirement for regular and effective service can be met by providing rural carrier delivery.

27. **Concern:**

Customers stated West Stockholm has not had a Postmaster in years and asked why the position has not been filled.

Response:

All management positions were frozen in anticipation of the reorganization efforts.

28. **Concern:**

Customers were concerned about a change of ZIP Code

Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

29. **Concern:**

Customers were concerned about the limited hours of operation at the Potsdam post office.

Response:

The hours of West Stockholm Post Office are 8-12, 1-4:45 M-F and 8-11:45 Sat. The hours of Potsdam Post Office are 8:30-5:00 M-F and 9-12:30 on Saturday.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

West Stockholm is an unincorporated community located in SAINT LAWRENCE County. The community is administered politically by Town of Stockholm. Police protection is provided by the State Police. Fire protection is provided by the West Stockholm Volunteer Fire Department. The community is comprised of retirees, commuters, self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: West Stockholm Fire Department, Local United Methodist Church,, Village Market, Avon Representative, Ernie's Car Wash, Stockholm Sand and Gravel, R & S Construction, Windows Only . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the West Stockholm Post Office will be available at the Potsdam Post Office. Government forms normally provided by the Post Office will also be available at the Potsdam Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

DOCKET NO. 1387207-13696
 1. Concern: 47
 ITEM NO. 9
 Response: 9

Customer expressed a concern about the loss of a gathering place and an information center.

The local church or a convenient market can provide a site for the community to gather, socialize and share information.

2. Concern:

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the West Stockholm Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

3. Concern:

Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

4. Concern:

Customers were concerned about the loss of a gathering place and an information center. Customer felt the optional locations for a bulletin board were limited.

Response:

Customers could ask their town leaders if a public bulletin board can be placed within their community. Additionally, the Potsdam Post Office has a bulletin board. Some communities that have limited infrastructure but like to gather socially do so at residence in town.

5. Concern:

Customer stated her mother shovels snow for the West Stockholm Post Office, and another person plows, so there is a concern that USPS would be cutting the pay of other people besides the PM and PMR.

Response:

Comment noted and added to the official record.

6. Concern:

Customers stated, West Stockholm is on the National Register for Historic sites, and this should be considered when a decision whether or not to close the office is being made.

Response:

Information on the West Stockholm Historic District is included in the investigative report.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on June 25, 2005. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 37,255 with a breakdown as follows:

| | |
|---|--------------------|
| Postmaster Salary (EAS-11, No COLA) | \$ 33,168 |
| Fringe Benefits @ 33.5% | \$ 11,111 |
| Annual Lease Costs | <u>+ \$ 6,200</u> |
| Total Annual Costs | \$ 50,479 |
| Less Annual Cost of Replacement Service | <u>- \$ 13,224</u> |
| Total Annual Savings | <u>\$ 37,255</u> |

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

DOCKET NO. 1387207-13696

ITEM NO. 47

VI. SUMMARY

PAGE 10

This is the final determination to close the West Stockholm, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Potsdam Post Office, located six miles away.

The postmaster was promoted on June 25, 2005. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The West Stockholm Post Office provided delivery and retail service to 107 PO Box or general delivery customers and 17 delivery route customers. The daily retail window transactions averaged 38. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$37,255 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the West Stockholm Post Office, Norwood Post Office and Potsdam Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the West Stockholm Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at West Stockholm Post Office, Norwood Post Office and Potsdam Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

08/19/2011

Date



08/24/2011

OFFICER-IN-CHARGE/POSTMASTER
West Stockholm Post Office

SUBJECT: Letter of Instructions Regarding Posting of the West Stockholm Post Office Final
Determination Docket No. 1387207 - 13696

Please post in the lobby the enclosed final determination to close the West Stockholm Post Office. The final determination must be posted in a prominent place from 08/24/2011 through close of business on 09/25/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 09/26/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (518) 452-4085.

Sincerely,

A handwritten signature in cursive script that reads "Nadine Tremblay".

NADINE TREMBLAY
POST OFFICE REVIEW COORDINATOR
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:
Final Determination Official Record

DOCKET NO. 1387207-13696
ITEM NO. 49
PAGE 1



Date of Posting: 08/24/2011

Date of Removal: 09/25/2011



FINAL DETERMINATION TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER: 1387207 - 13696

DOCKET NO. 1387207-13696
ITEM NO. 49
PAGE 2



Date of Posting: 08/24/2011



Date of Removal: 09/25/2011

FINAL DETERMINATION TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

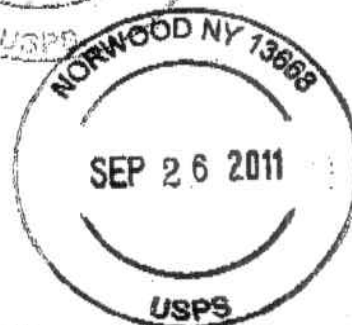
DOCKET NUMBER 1387207 - 13696

DOCKET NO. 1387207-13696
ITEM NO. 49
PAGE 3



Date of Posting: 08/24/2011

Date of Removal: 09/25/2011



FINAL DETERMINATION TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1387207 - 13696

Postal Bulletin Post Office Change Announcement Form Final Determination 30-Day Posting Dates

Post Office Final Determination Posting Dates*

Date posted: 08/24/2011

Date removed: 09/25/2011

No. of days posted: 32

Actual discontinuance date: 11/26/2011

Official discontinuance date:

(Headquarters entry):

Note: Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin is the first Saturday that falls 60 days after the final determination is posted. For a community Post Office, classified station, or classified branch, the discontinuance date is 60 days after the Headquarters approval date.

BEFORE CHANGE POST OFFICE INFORMATION

Post Office

Name and State: WEST STOCKHOLM, NY

ZIP Code: 13696-9998 Finance no: 359285

County: SAINT LAWRENCE

Type of discontinuance:

Consolidate () Close (X)

Type of discontinued facility

Post Office (X)

Classified Station () Branch ()

Community Post Office (CPO) ()

Coordinator name: NADINE TREMBLAY

Telephone: (518) 452-4085

AFTER CHANGE POST OFFICE INFORMATION

Administrative

Post Office: POTSDAM

ZIP Code: 13676-9998 Finance no: 356785

County: SAINT LAWRENCE

Original name retained? Yes (X) No ()

New last line of customer address is:

WEST STOCKHOLM NY, 13696

Type of replacement service

Post Office () Route (X)

Classified Station () Branch ()

Contract Unit () Community Post Office (CPO) ()

Date:

(Location) District: ALBANY PFC

The announcement cannot be made in the Postal Bulletin unless this form is submitted to the above address. Do not send directly to Address Management, Postal Service Headquarters.

Mailing instructions for CPO/classified station/classified branch discontinuance. Immediately submit three copies of this announcement form to the above address. For nonsuspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

For more information, call (202) 268-5083.

Headquarters entry: () TL () HS

*Final determination posting is not required for CPO, classified station, or classified branch discontinuance.
Final determination for an independent Post Office must be posted for at least 30 days.



10/03/2011

DISTRICT MANAGER
ALBANY PFC
30 KARNER RD
ALBANY, NY, 12288-9992

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the
WEST STOCKHOLM, 13696-9998 Docket No. 1387207 - 13696

This is to advise you that an appeal to the final determination to discontinue the WEST STOCKHOLM has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero
Manager Field Performance West

cc:
Vice President, Area Operations NORTHEAST Area
Government Relations and Public Policy